

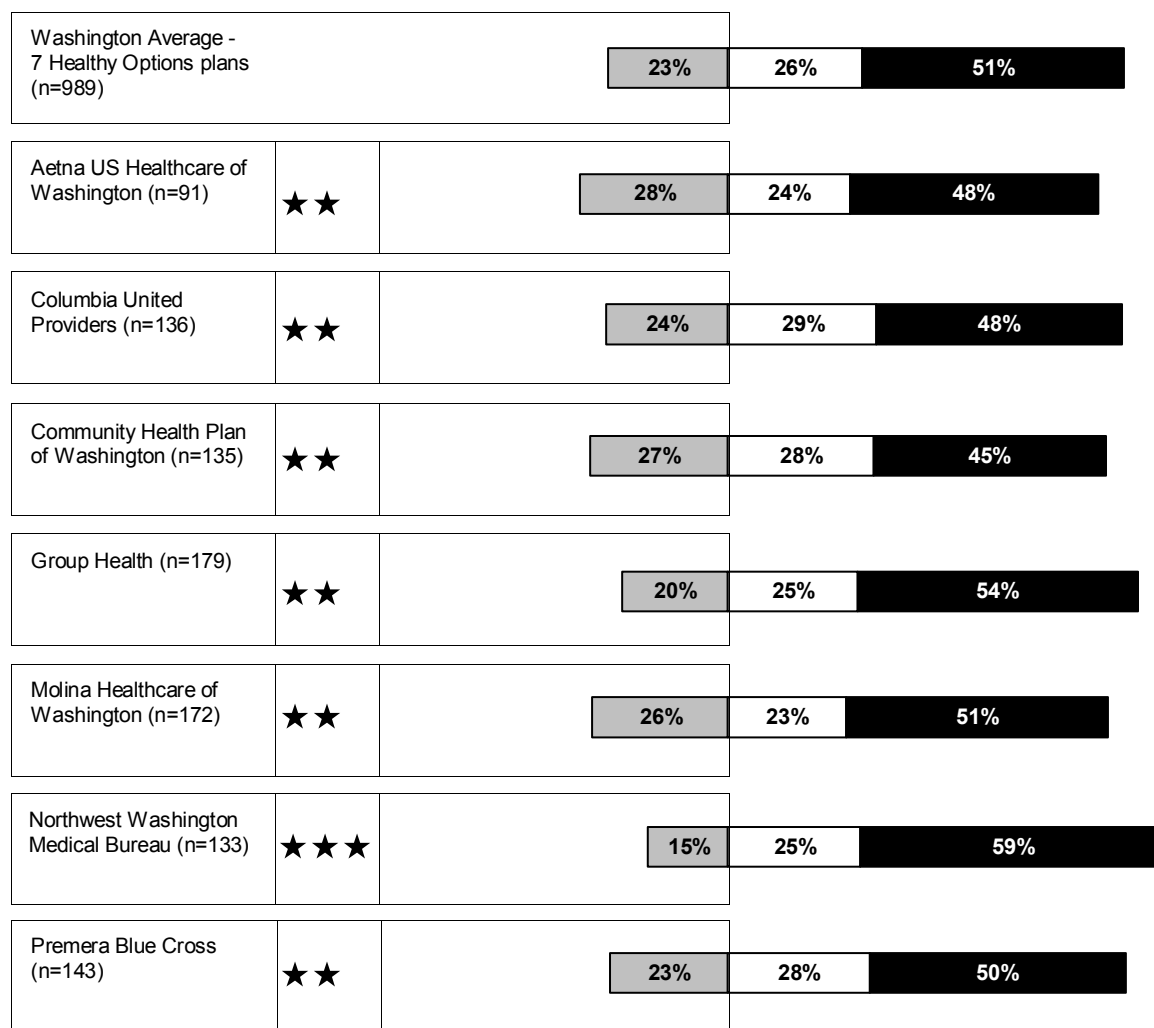
Healthy Options - Adults

Core CAHPS Questions

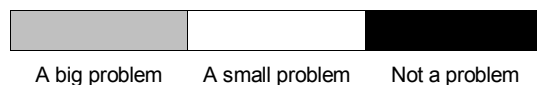
Composite

Family-Centered Care

This chart summarizes the responses to survey questions 37, 38, 39, and 40 contained in the composite, "Family-Centered Care." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

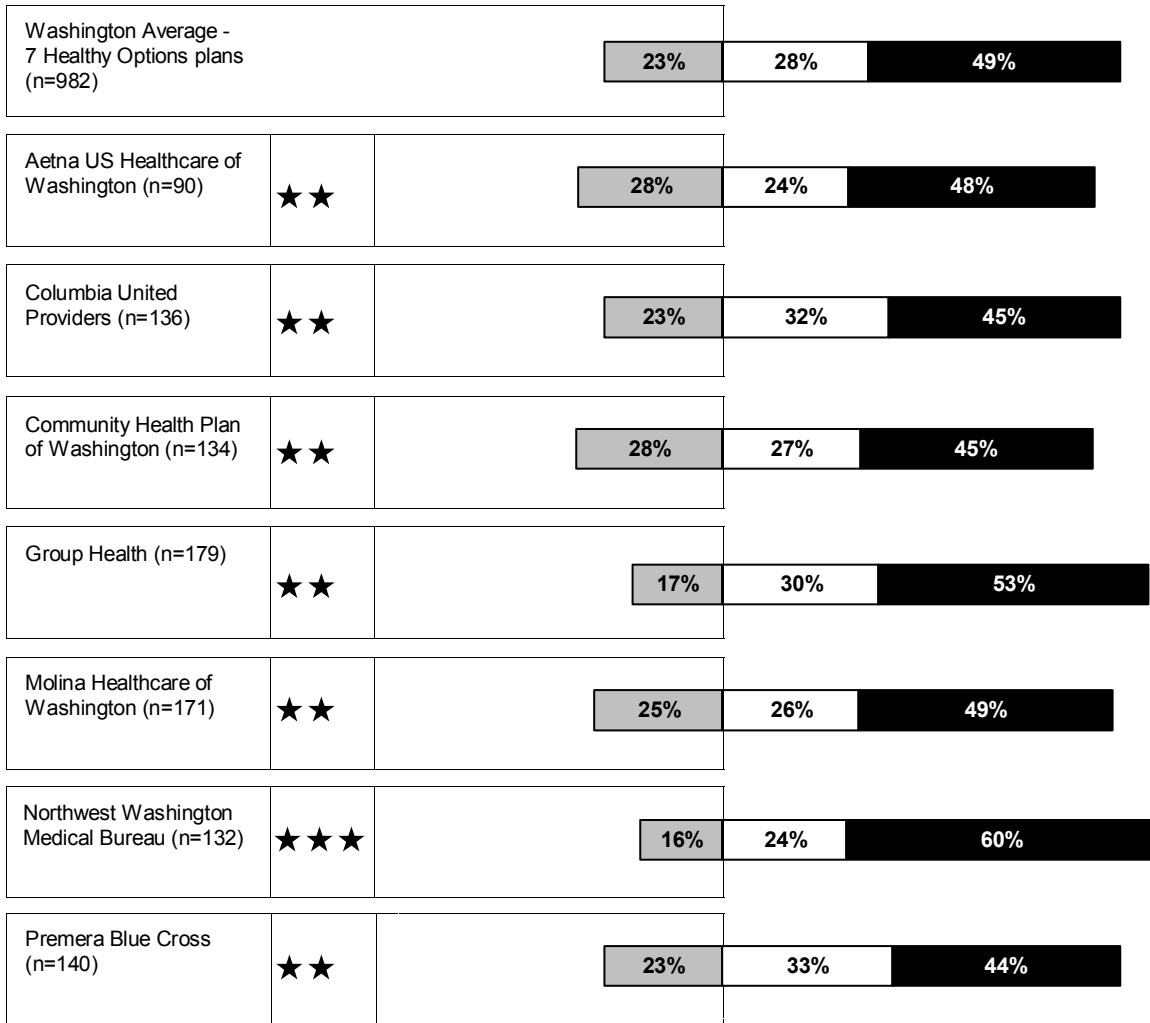
Healthy Options - Adults

Core CAHPS Questions

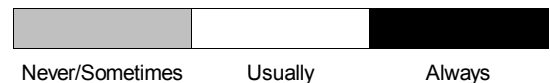
Question 37

Family-Centered Care

Q37. "When decisions were made in the last 6 months, how often did your doctors or other health providers offer you choices about your health care?"



★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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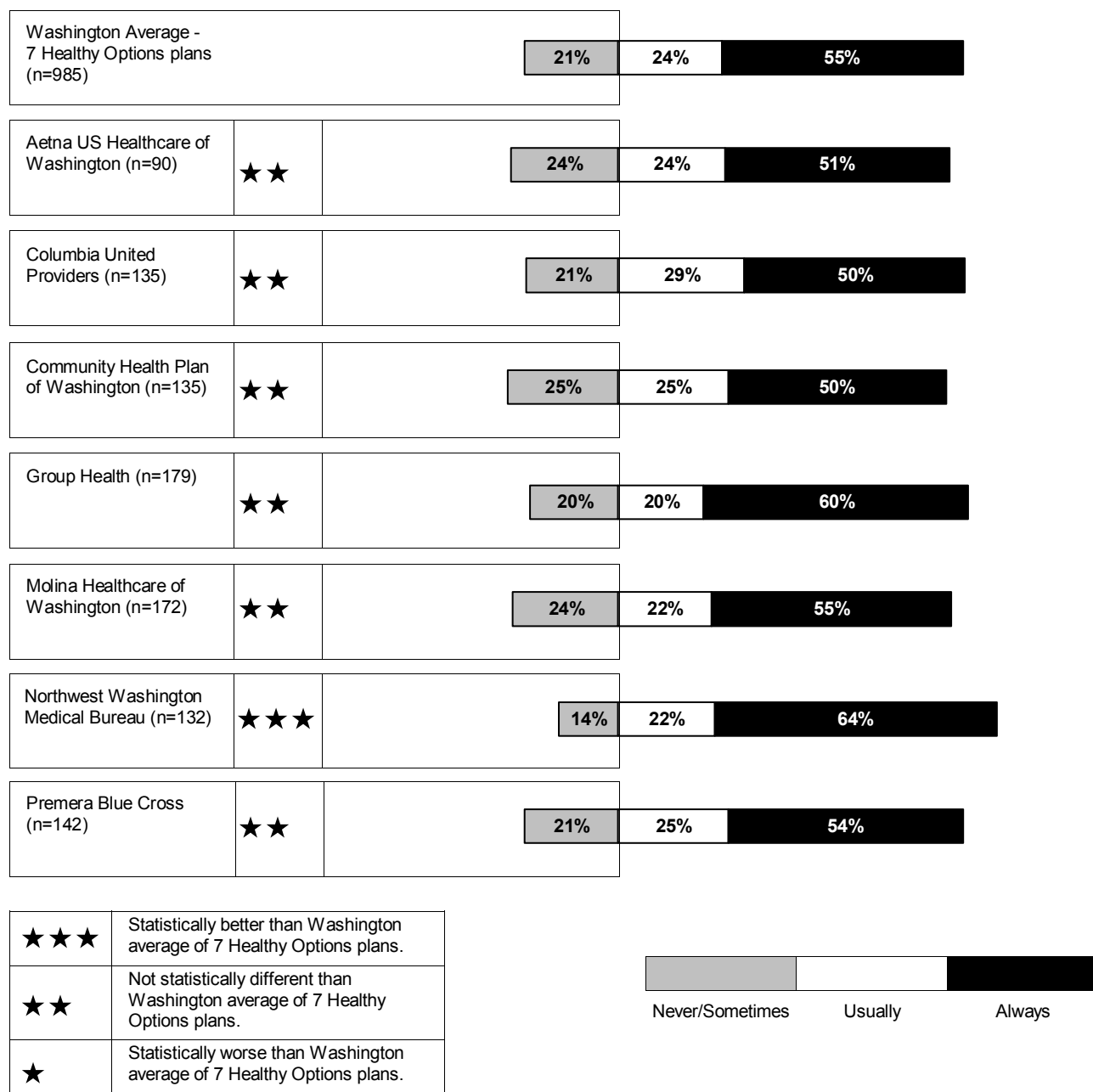
Healthy Options - Adults

Core CAHPS Questions

Question 38

Family-Centered Care

Q38. "When decisions were made in the last 6 months, how often did your doctors or other health providers discuss with you the good and bad things about each of the different choices you were given?"



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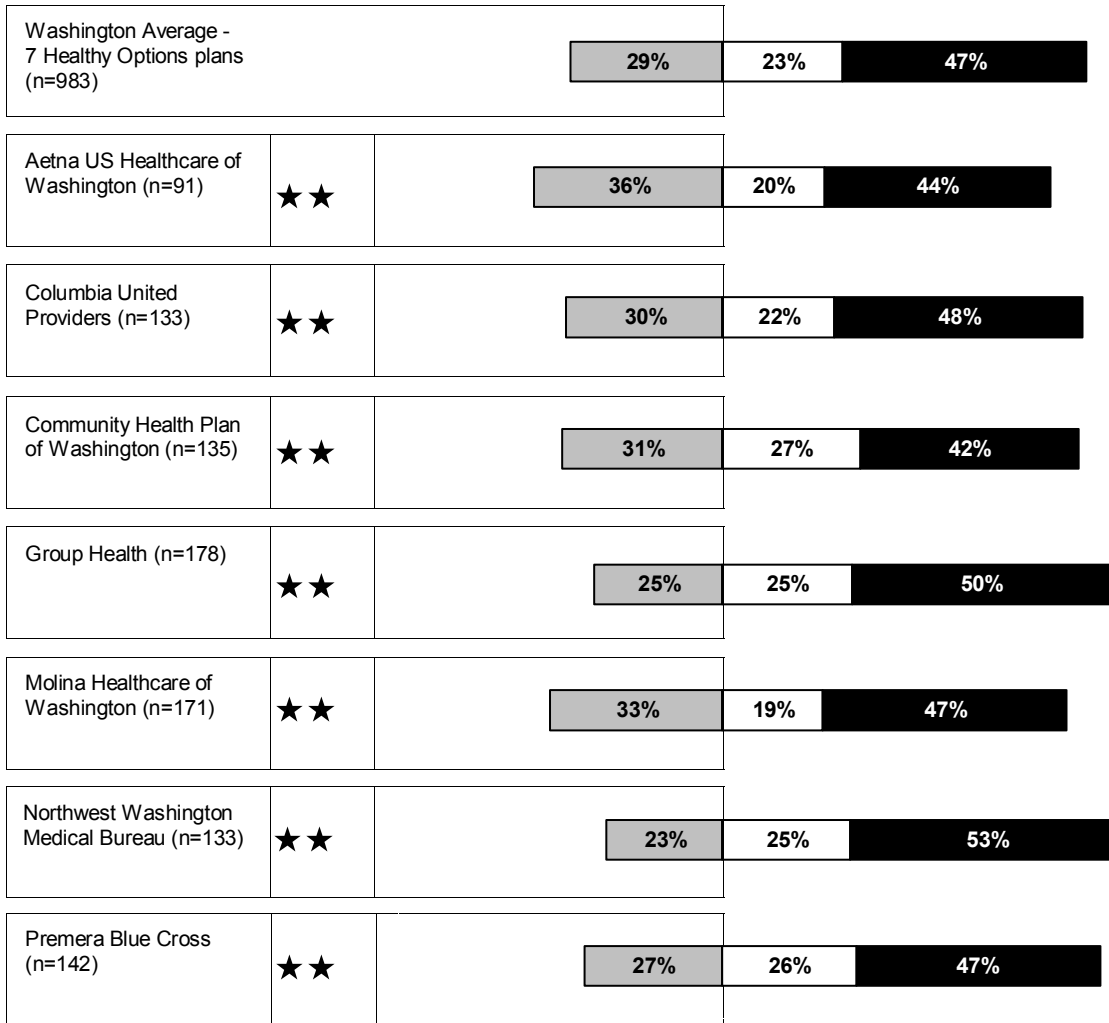
Healthy Options - Adults

Core CAHPS Questions

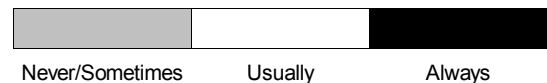
Question 39

Family-Centered Care

Q39. "When decisions were made in the last 6 months, how often did your doctors or other health providers ask you to tell them what choices you prefer?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

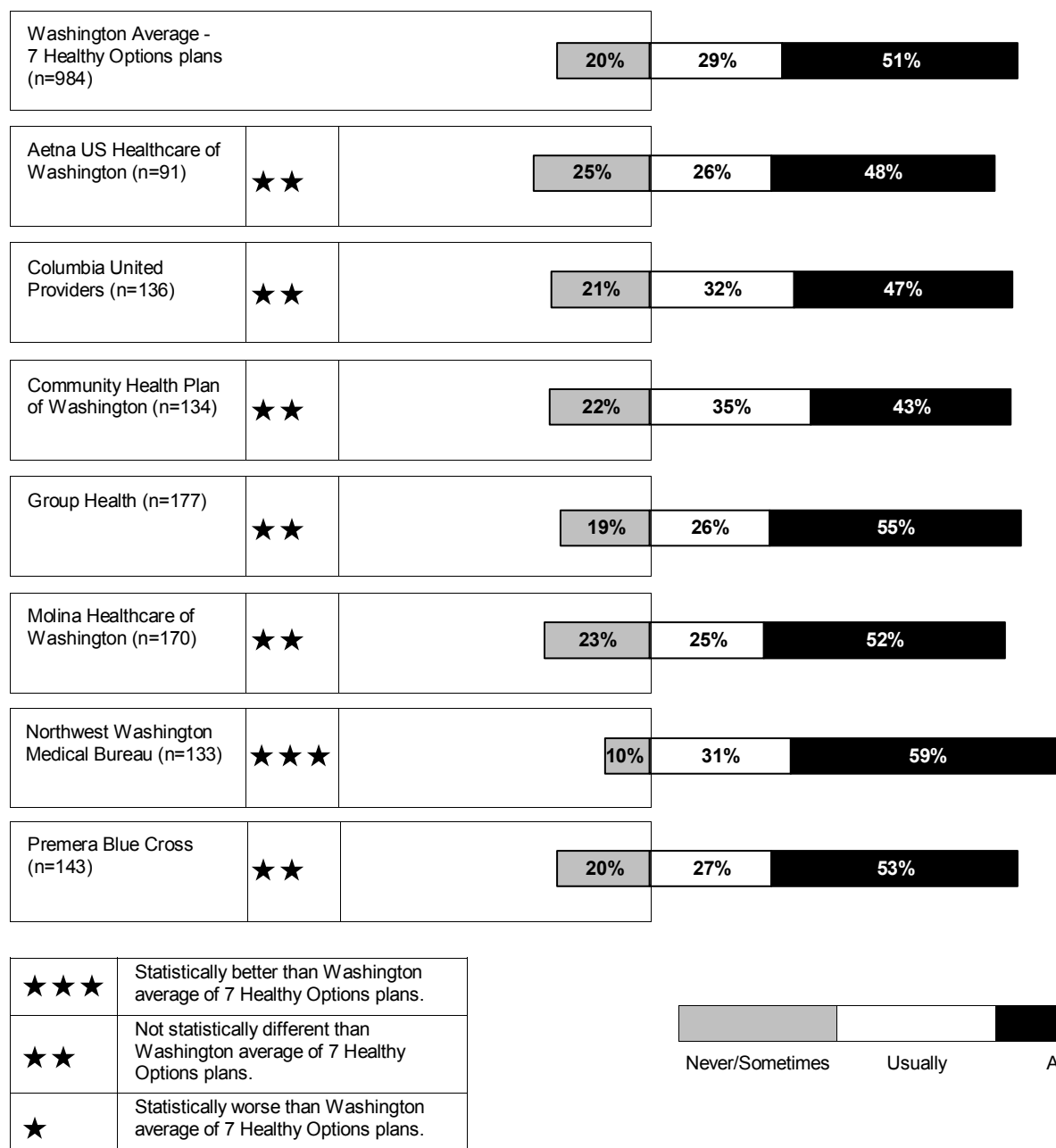
Healthy Options - Adults

Core CAHPS Questions

Question 40

Family-Centered Care

Q40. "When decisions were made in the last 6 months, how often did your doctors or other health providers involve you as much as you wanted?"



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